GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1445
ANSWERED ON:27.11.2002
MALFUNCTIONING OF B.DEOGHAR TELEPHONE EXCHANGE
ADHIR RANJAN CHOWDHURY

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of both man made and nature made reasons for which the phones in B. Deoghar Telephone Exchange, Jharkhand, remained inoperative for long time;

(b) whether all the faulty phones have been attended to;

(c) if so, when;

(d) if not, the reasons therefor;

(e) the details of consumer grievance redressal mechanism put in place at the above exchange to prevent the recurrence of such incidents; and

(f) the policy of the Government with regard to the payment of bills for the period during which the phones remain dead?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRIMATI S MAHAJAN)

(a) Sir, few telephones were faulty is B. Deoghar telephone exchange due to cable fault from 04.10.2002, which occurred due to road widening in different streets and also heavy rain which caused water ingress in the cable at many points.

(b) Yes, Sir.

(c) Above telephones were made functional by 13.10.2002.

(d) Does not arise in view of (c)

(e) Coordination meetings were held with local bodies to prevent damage to cable because of digging.

(f) Rent rebate is given to those subscribers whose telephones remain faulty for more than seven days.